

MB

UNITED STATES DISTRICT COURT  
NORTHERN DISTRICT OF ILLINOIS  
EASTERN DIVISION

**RECEIVED**

MAR 26 2013

THOMAS G. BRUTON  
CLERK, U.S. DISTRICT COURT

Deirita Thomas

Plaintiff(s)

v.

13CV2272  
Judge Der-Yeghiayan  
Mag. Judge Mason

E.Z. Movers  
/ Nick-Supervisor

Defendant(s)

Complaint  
See Attachment

Deirita  
Thomas

3-26-13

Dellrita Thomas

Plaintiff

United States District Court  
Northern District of Illinois

E.Z. "Movers" / Nick-Superior

Defendant

## COMPLAINT

Dec-2012

E.Z. movers men moved furniture / Personal Items / boxes - from 12-Washington to Extra-Space storage Company. The move / unloading was about 1 hour / half. The balance for the move / unloading was estimated " \$569. due to the timing 1 hour and a half at 100.00 hr. Completion time was 1hr 1/2 = (100.50) The problem is I was asked to present the balance - before the truck was reloaded. I also was asked to sign documents before leaving my apartment in regard to the move - I didn't know the guys were going to cut hold my money and keep the change with out my consent. I left a deposit of \$100.00 before the move - presented a \$200.00 money order presented 260.00 in cash

*Delberta Thomas*  
Plaintiff

United States District Court  
Northern District of Illinois

*EZ "Movers" / Nick-Supervisor*  
Defendant

COMPLAINT

The driver - wrote on a receipt -  
\$19.00 in Cash -  
which wasn't true - and I didn't  
receive the final receipt - until after  
the driver - returned to his truck  
with the doors lock and the  
window down. Before this situation  
occurred - I asked for a receipt while  
presenting my Cash to him and he said -  
I'll give you one later, in which he presented  
the receipt - and didn't record the correct  
amount -

\$60.00	In Cash
\$200.00	Money order
\$100.00	Deposit

Balance - \$519.75. I didn't receive  
my Change -

I called the office and spoke with the  
Billing Department and I was told -  
The Company will investigate - after - calling

DeLuka Thomas

Plaintiff

United States District Court  
Northern District of Illinois

v.  
E-Z Movers / supervisor - Nick

Defendant

COMPLAINT

Several times, (the) Kelly-Reed And Bryant finally-Came to a Conclusion - My word against the Movers - "I don't feel there's a need to lie about the movers - keeping my money. I very upset about how the Supervisor - Nick, and Kelly, Bryant handle the situation, I would like to be compensated for - Pain / Suffering - And - for how unprofessional - the matter - was handle - Not responding turning a timely - matter - Inconsiderate of the feelings of the Customer - I would have given a tip / and would have recommended their services to others. Considering how this matter was handle I'm very very upset, I also submitted a request to BBB more requesting my - Change - and more Considering the inconvenience,

DeLuka  
Thomas

To whom it may concern:

I Dellrita Thomas used your services last year December 2012 and The driver had me to sign a document in regard to the move and delivery; Upon unloading the driver asked for more money in which I had to pay cash and money orders; I presented the driver a 200.00 Money Order and 260.00 in cash. I also left a 100.00 Deposit there for the total Amount of my bill was Quoted \$569.00 only if it take 2 hours for unloading in which it took 1 hour and a half in which the driver also quoted "If we finish before the 2 hour time/he'll return some of my money; I also asked him for a hand written receipt upon unloading because I knew there could have been a problem; The driver said sure I'll give you your receipt after everything is over, he gets inside of his truck and write the receipt and then pull off; I notice the error and called the company and the Customer service person act as though she was going to solve the matter ; She allowed the situation to get so far out of hand until now she said it's my word against the driver; This isn't fair and I like to be compensated for my funds and false advertisement whereas the Drivers asked for the money right up before the unloading began and then in my case I had to use money due to no more money orders;

I would like to speak with the owner and the Corporate Office in regard to such matter:  
The services were great and I would probably used them again but not with Cash only Credit or Debit Card:

Please respond as soon as possible:

Dellrita Thomas  
PO Box 134  
Oak Park IL 60303

708 714 6223

**BBB serving Chicago & Northern Illinois****COMPLAINT ACTIVITY REPORT Case # 94431947**

**\*Consumer Info:** E-Z Movers  
 Thomas, Dellrita  
 PO Box 134  
 Oak Park, IL 60303-0134  
 - 708 714-6223

**Business Info:** E-Z Movers, Inc.  
 3400 Oakton St  
 Skokie, IL 60076-2951  
 888 917-8300

**Consumer's Original Complaint :**

Saturday 12/22/12

E-Z Movers staff moved my items from my home and the total timing was 4 hours and a half: I deposit a 100.00 for the service and upon completion ; I presented the guy a 200.00 money order and 260.00 in cash; The total estimation was 569.00 but if the guys didn't take as long as they estimated I was to get some of my money return; I looked at the receipt after he left and wonder why I didn't rereceive my difference; The guy wrote he received 219.75 in cash and the total was 519.75;

But the guy received 200.00 in a money order

260.00 in cash

100.00 deposit

the total bill was 519.75

I spoke with Kelly Reed and she staed she'll try to contact the man; I left 2 messages for Bryant and I haven't heard from him; I also spoke to a young lady and explained everything to her but no response;

I need my money and I don't appreciate being cheated out of my money, because I don't have money to give away.

**Consumer's Desired Resolution:**

I feel like I'm on a Roller Coaster ride; Please give me my money and more for mental stress, taking my money without my permission. Dellrita Thomas 708 714 6223

**BBB Processing**

**12/27/2012** web BBB Case Received by BBB  
**12/27/2012** web BBB Case Reviewed by BBB  
**12/27/2012** Otto MAIL Send Acknowledgement to Consumer  
**12/27/2012** Otto EMAIL Inform Business of Case  
**01/02/2013** WEB BBB RECEIVE BUSINESS RESPONSE : Ms. Thomas,

Everything was marked on the bill of lading detailing the payments made in reference to your move. An Estimate is only an estimate and the documents are self-evident that you were agreeing to pay the foreman's estimate and that you paid less because the move time was shorter than expected. You signed your contract acknowledging these details. Please see the attached.

Sincerely,  
 Kelly Reed

**01/02/2013** rdd MAIL Forward Business Response to Consumer

**01/12/2013** WEB BBB RECEIVED CONSUMER REBUTTAL : (The consumer indicated he/she DID NOT accept the response from the business.)

The Customer Service Rep wasn't there when I presented 260.00 to the mover, therefor she can only agree with what he wrote on the receipt; Verbally the mover explained to me if he completes the job sooner then he'll reinverse me therefor he owes me \$40.00 ; I signed documents in the beginning and was aware I'm to pay before the movers unload merchandise; I really like the service / I don't like the ideal of the information the sales Rep stated; She wasn't there and I need my money. Thank You  
 708 714 6223  
 708 714 7877

**01/14/2013** rdd EMAIL Forward Consumer Rebuttal to Business  
**01/25/2013** Otto BBB No Response from Business re: Consumer Rebuttal  
**01/25/2013** rdd BBB Bureau Judged Case Resolved  
**01/25/2013** Otto BBB Inform Consumer - Case Closed AJR  
**01/25/2013** Otto EMAIL Inform Business - Case Closed AJR  
**01/25/2013** Otto BBB Case Closed AJR



BBB serving Chicago & Northern Illinois  
330 N. Wabash Ave Ste 3120  
Chicago, IL 60611-7621  
Tel: 312-832-0500 Fax: 312-832-9985

January 28, 2013

Dellrita Thomas  
PO Box 134  
Oak Park , IL 60303-0134

RE: Case # 94431947: E-Z Movers, Inc.

We have received your most recent correspondence in the above-mentioned case. Based on our review of all the information provided regarding your case, the BBB determined the company addressed all the issues and made a good faith and reasonable effort to resolve them, although it appears you were not satisfied with the outcome. Therefore, your case is being closed at our BBB as administratively resolved, and will be reflected as such in the company's business review for 36 months, the BBB's reporting period.

Should you wish to pursue this matter further, we suggest you contact Small Claims Court at (312) 603-5626 (Cook County) or (815) 319-4500 (Winnebago County), or discuss possible legal action with an attorney of your choice. We are unable to assist you further, but we thank you for giving us the opportunity to serve you.

Sincerely,

Rhonda Drew  
Assistant Manager, Automotive Services  
rdrew@chicago.bbb.org

JOB NO. 1354121  
Local Moving  
Brian Ross  
Brian Ross

**IN CASE OF NEED: CONTACT TRAFFIC CONTROL MGR. AT ABOVE ADDRESS OR TELEPHONE NUMBER**

CONSIGNEE TO **THOMAS, DELL RITA** DATE \_\_\_\_\_  
ADDRESS **2051 N Austin Ave, Apt # Strge**  
FLOOR \_\_\_\_\_ ELEV. \_\_\_\_\_ COUNTY \_\_\_\_\_ TEL. \_\_\_\_\_  
CITY **Chicago** STATE **IL** ZIP **50639**

ILL. TARIFF NO. \_\_\_\_\_ ITEM \_\_\_\_\_ SCHEDULE \_\_\_\_\_

**TOTAL CONTAINERS  
PACKING AND  
UNPACKING**



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ACTUAL PICKUP DATE 12/22/2012 AGREE TO PICKUP DATE 12/22/2012 AGREE TO DELIVERY DATE 12/22/2012 (if applicable)

ILL. TARIFF NO. ITEM SCHEDULE

**LOCAL MOVING**

VANS USED	PERSONNEL USED	TIME	HOURS	RATE	CHARGE	
1	3	TO 11:30	4.5	\$9.00	\$45.00	
		TO				
		TO				
		TO				
MILEAGE CHARGE - TRAVEL TIME				0.75	\$9.00	\$7.25
MILEAGE CHARGE - NO. OF MILES				0		
<b>TOTAL LOCAL CHARGES</b>					<b>\$119.75</b>	

**INTER-CITY MOVING**

NET WEIGHT	LBS.	MILES	CHARGE
ADD'L TRANSP. CHARGE	ORIG.	DEST.	
EXTRA PICKUP OR DELIVERY CHARGE			
HOISTING OR PIANO CHARGE			\$0.00
STAIR CARRY	ORIG.	DEST.	\$0.00
ELEVATOR	ORIG.	DEST.	
EXTRA LABOR	NO. OF HOURS		
S.I.T.	DATE IN	DATE OUT	\$0.00
S.I.T. PICKUP OR DELIVERY	Materials(Office)		\$0.00
S.I.T. WAREHOUSE HANDLING			
APPLIANCE SERVICE	ORIG.	DEST.	
<b>TOTAL INTER-CITY CHARGES</b>			

**ESTIMATED AMOUNT DUE TO CARRIER IN CASH OR MONEY ORDER ONLY.**

**BILLING INFORMATION**

NOTIFY \_\_\_\_\_

ADDRESS \_\_\_\_\_ TEL. \_\_\_\_\_

CITY & STATE \_\_\_\_\_

ATTENTION OF \_\_\_\_\_

**SPECIAL SERVICES:** ☐ Excl. Use of Veh. \_\_\_\_\_ Cu. Ft. ☐ Expedited Service

☐ Space Res. \_\_\_\_\_ Cu. Ft. ☐ Complete Occupancy

Moving at \_\_\_\_\_ Lbs. Actual \_\_\_\_\_ Lbs.

SHIPPER REQUESTED REWEIGH ☐

ORIGINAL REWEIGH

GROSS WEIGHT \_\_\_\_\_

TARE WEIGHT \_\_\_\_\_

NET WEIGHT \_\_\_\_\_

MIN. WEIGHT \_\_\_\_\_

FOR LIABILITY AND VALUATION PURPOSES  
HOUSEHOLD GOODS SHALL BE DEEMED TO  
WEIGH (7) POUNDS PER CUBIC FOOT.

CUBIC FEET \_\_\_\_\_ @ 7 per cu. ft. \_\_\_\_\_ lbs.

THE SHIPMENT WILL MOVE SUBJECT TO THE RULES AND  
CONDITIONS OF THE CARRIERS TARIFF. SHIPPER  
HEREBY RELEASES THE ENTIRE SHIPMENT TO A VALUE  
NOT EXCEEDING \$

\$0.30 per pound per article  
(TO BE COMPLETED BY PERSON SIGNING BELOW)

NOTICE: THE SHIPPER SIGNING THIS CONTRACT MUST  
INSERT IN THE SPACE ABOVE, IN HIS OWN HANDWRITING,  
EITHER HIS DECLARATION OF THE ACTUAL VALUE OF THE  
SHIPMENT, OR THE WORDS "30 cents per pound per article."  
OTHERWISE THE SHIPMENT WILL BE DEEMED RELEASED TO  
A MAXIMUM VALUE EQUAL TO \$2.00 TIMES THE WEIGHT OF  
THE SHIPMENT IN POUNDS.

SHIPPER \_\_\_\_\_ DATE \_\_\_\_\_

Driver Sign. (Origin) \_\_\_\_\_ Date \_\_\_\_\_

Driver Sign. (Dest.) \_\_\_\_\_ Date \_\_\_\_\_

	CONTAINERS			PACKING SCHEDULE			UNPACKING SCHEDULE			
	QTY.	RATE	EXT.	QTY.	RATE	EXT.	QTY.	RATE	EXT.	
BARREL: Barrel, drum, or specially designed container		\$7.50								
CARTONS: Less than 3 cu. ft.		\$3.00								
3 cu. ft.		\$4.00								
4 1/2 cu. ft.		\$5.00								
6 cu. ft.		\$6.50								
PAPER		\$10.00								
WARDROBE CARTON RENT		\$5.00								
CRIB MATTRESS CARTON		\$5.00								
MATTRESS CARTONS not exceeding 39" x 75"		\$35.00								
not exceeding 54" x 75"		\$0.00								
not exceeding 54" x 75"										
BUBBLE WRAP 12 ft.		\$15.00								
MATTRESS COVER (Paper or Plastic)		\$15.00								
MIRROR		\$7.50								
LAMP		\$7.50								
TAPE		\$2.50								
MINIMUM CHARGE PER CRATE		\$0.00								
TOTAL CONTAINERS				TOTAL PACKING				TOTAL UNPACKING		
<b>TOTAL PACKING CHARGES</b>										
VALUATION CHARGE \$ _____ @ _____ per \$100, or fraction thereof										
TRIP TRANSIT _____ RATE PER \$100.00										
<b>TOTAL CHARGES FOR ABOVE SERVICES</b>									<b>\$119.75</b>	
Maximum amount to be paid at time of delivery to obtain delivery of an estimated C.O.D. shipment										
Prepayment Collected by Deposit 100.00										
YOU ARE OBLIGATED TO PAY BALANCE IN 30 DAYS										
<b>BALANCE DUE</b>									<b>219.75</b>	
DELIVERY ACKNOWLEDGEMENT: SHIPMENT WAS RECEIVED IN APPARENT GOOD CONDITION EXCEPT AS NOTED IN INVENTORY AND SERVICES ORDERED WERE PERFORMED										
SIGNED _____ DATE _____										

ORIGINAL BILL OF LADING